

Amendment to Purchase Order Number 6051782 with Trimble Europe B.V. for Mobile Solutions for Toronto Water

Date: December 8, 2021

To: Infrastructure and Environment Committee

From: General Manager, Toronto Water and Chief Procurement Officer, Purchasing and Materials Management

Wards: All

SUMMARY

The purpose of this report is to request authority to amend Purchase Order Number 6051782 issued to Trimble Europe B.V. (Trimble) as a result of Request for Proposal Ariba Document Number 2472492351 for Mobile Solutions.

Trimble is a critical system that moves Toronto Water into the 21st century of water utility technology solutions. In early 2021, the City approved the contract with Trimble that had included the requirement for 200 shared-user accounts and professional services for assisting with implementation.

Subsequent to the procurement of Trimble, the Office of the Chief Information Security Officer (CISO) issued new policies to protect the City's information systems and after reviewing the implementation plans for the use of the Trimble product, it is recommended not to proceed with shared-user accounts. As a result, Toronto Water is requesting approval for 600 additional user accounts and professional services to implement the larger number of direct accounts (the current Toronto Water work management system has approximately 760 user accounts).

The additional user accounts will also assist Toronto Water in meeting its objective of increasing the number of staff working directly in the field as an operational mitigation measure to limit contact due to the health and safety concerns of COVID-19. By deploying Trimble to more users in the field, there will be a decreased need for staff to return back to their operational work yards as frequently, thereby reducing the amount of close contact time between staff. The additional accounts will ensure full coverage for all field and office staff and for ongoing critical training.

The total value of the Purchase Order Amendment being requested is \$2,732,977 net of all taxes and charges (\$2,781,078 net of HST Recoveries) revising the current purchase

order value from \$2,855,533 net of all taxes and charges (\$2,905,791 net of HST Recoveries) to \$5,588,510 net of all taxes and charges (\$5,686,868 net of HST recoveries).

RECOMMENDATIONS

The General Manager, Toronto Water and the Chief Procurement Officer recommend that:

1. The Infrastructure and Environment Committee, in accordance with 71-11.1C of the City of Toronto Municipal Code, Chapter 71 (Financial Control By-Law), grant authority to amend Purchase Order Number 6051782 issued to Trimble B.V. Europe, for the provision of an additional 600 user accounts and professional services, in the amount of \$ 2,732,977 net of all taxes and charges (\$2,781,078 net of HST recoveries), revising the current purchase order value from \$2,855,533 (\$2,905,791 net of HST recoveries) to \$5,588,510 net of all taxes and charges (\$5,686,868 net of HST recoveries).

FINANCIAL IMPACT

The total value of this Purchase Order amendment including the option years included in this report will increase the total value by \$2,732,977 net of all applicable taxes and charges (\$2,781,078 net of HST recoveries).

Funding in the amount of \$1,307,223 is available in the 2022 Capital Budget and 2022-2031 Capital Plan Submission for Toronto Water. Should the Option Years be exercised, appropriate additional funding is included in the 2022-2031 Capital Budget and Plan Submission.

Table 1: Additional Cash Flow for Amendment to Purchase Order Number 6051782

Cost Centre	January 1, 2022 to December 31, 2022	Option Years Available to the City			Total (Net of HST Recoveries)
		January 1, 2023 to December 31, 2023	January 1, 2024 to December 31, 2024	January 1, 2025 to December 31, 2025	
CPW039-20-11 (Technology Improvements)	\$1,307,223	\$491,285	\$934,570	\$48,000	\$2,781,078

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

On December 30, 2020, by the authority of Bid Award Panel Request for Proposal Ariba Document Number 2472492351 was awarded to Trimble Europe B.V. for the Purchase and Implementation of Trimble Unity as Mobile Solution for the cloud implementation of the Trimble Unity Mobile Solution, two years of 200 user accounts including Maintenance and Support, 30 workflows and three additional option years of License Subscriptions including Maintenance and Support, in the amount of \$2,855,533 (net of all taxes and charges).

A copy of the Bid Award Panel Decision Document can be found at:
<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2020.BA116.3>

COMMENTS

Toronto Water has been strategically investing in critical digital technologies to ensure replacement and sustainment of outdated technology, improving customer service and providing staff with up-to-date technology solutions. Trimble is a mobile software system that will provide a collaborative platform to manage critical water utility assets. It is able to interface with the existing work management system (and future systems, for example, Maximo), mapping and field operation systems (GIS), sensors, wireless communications devices, and it enables regulatory reporting and improved operations and customer service reporting.

A critical component of this software is the ability to design and automate workflows (for various services) through individual “apps” that will help to assess the condition of assets, repair leaks, locate and map critical infrastructure using mapping technologies, etc. The software can also assist advanced reporting of spills and environmental damage, extend the life of aging assets and helping improve worker safety and productivity. Trimble allows staff to be extremely mobile and includes the ability to assign work remotely rather than returning to the office for work orders, etc. The impact of COVID-19 to workplaces had not been considered during development of the Request for Proposals (RFP) in early 2020, for example, the necessary health and safety requirements (work from home, masking, physical distancing, reduction of shared mobile devices, etc.).

The RFP also predated some of the new cybersecurity policies and technical requirements that have been put in place by the Office of the Chief Information Security Officer (CISO) most particularly the recommendation that the City not implement shared-user accounts for its information systems. These new requirements were developed to respond to the threats of cybersecurity attacks on the City's systems and in response to recommendations from past Auditor General Reports. Toronto Water is in agreement with the recommendations from CISO and is prepared to implement them for this project.

RFP (Document Number 2472492351) included 200 user accounts and 30 workflows and professional services. This Purchase Order Amendment is requesting approval for 600 additional user accounts and 54 additional workflows. Toronto Water's current work management system has approximately 760 user accounts. A total of 800 user accounts will ensure full coverage for all field and office staff and ongoing critical training. The expanded workflows will also include many sub-activities performed by Toronto Water staff. Trimble is a critical system moving Toronto Water into the 21st century of water utility technology solutions.

CONTACT

William Shea, Director, Distribution and Collection, Toronto Water, Telephone: 416-395-6219, Email: William.Shea@toronto.ca

Sabrina Dipietro, Manager, Purchasing Client Services, Purchasing and Materials Management, Telephone: 416-397-4809, Email: Sabrina.Dipietro@toronto.ca

SIGNATURE

Lou Di Gironimo
General Manager, Toronto Water

Mike Pacholok
Chief Procurement Officer, Purchasing and Materials Management